Roxbury Dental and Medical Group moves to new facility

The Roxbury Dental and Medical Group, Inc., a community owned and directed health care center, dedicated its new facility at 185 Dudley Street by holding an open house on February 23. The gala affair was attended by over 200 members of the community and staff of RDMG and New England Deaconess Hospital.

Guest speaker Elma Lewis, director of the Center for Afro-American Artists, called RDMG a living example of what the Roxbury community can do. Gregory L. Leonard, President of the RDMG Board, and Dr. Randolph B. Reinhold, Director of RDMG, introduced members of the board and the staff. A reception at the Roxbury Boys Club followed the open house.

Welcoming guests to the Roxbury Dental and Medical Group open house are: (l. - r.) Dr. Randolph B. Reinhold, director; Gregory L. Leonard, president of the board; Donald Crichlow, vice president of the board; John B. Cruz, Jr., Cruz Construction Company; John Regan, architect from the Ritchie Organization; and James Wilder, treasurer of the board.

Initiated by two physicians from the New England Deaconess Hospital in 1969, RDMG has had the continuing support of the hospital. Its staff includes five Deaconess physicians, and NEDH is an inpatient facility for RDMG patient.

The new building is dedicated to the late F. Douglas Lee, a member of the board of directors during the inception of the health care center and a resident of the community until his death in 1972.

The new RDMG medical office building is designed for greater and more efficient delivery of health services. The modern, free-flowing pattern of forms and spaces within the new building's rectangular shape is planned to eliminate traditional corridors. From the spacious and colorful main waiting area, the patient is directed to a sub-waiting section which opens into rooms used for medical interviews, the recording of basic preliminary physical data, or routine dental hygiene and x-rays. The patient can then proceed to consultation areas and private examination and treatment rooms.

The expanded RDMG opened its doors to patients on March 4. All age groups, from infants to the elderly, will continue to be served by its medical services, which include general surgery, obstetrics and gynecology, radiology, foot care, and consultations when needed. In addition to basic restorative and children's dentistry, the new facility offers expanded services of diagnostic x-ray, dental hygiene, and dental education. Adult patients that require hospitalization come to the Deaconess and children go to Children's Hospital Medical Center.

Non-profit and owned and directed by the people it serves in the Roxbury-North Dorchester area, RDMG is unique in that it allows the patient a major voice in the overall policy decisions affecting the center. The corporation papers, charter, and by-laws identify the patients as the owners of the corporation.

RDMG is the only health center in Boston that is not subsidized by the federal, state or local government for

(Continued on page 3)

New England Deaconess Hospital
Boston, Massachusetts

pulse

VOLUME 28 – NUMBER 7 APRIL 1975

Construction projects — going up

The new School of Nursing building is progressing rapidly and is expected to be completed by early summer of 1976. Most of the foundation walls are in, and construction workers are preparing to pour the ground level floor.

Over 30 trustees and corporators of the hospital are actively involved in soliciting on an individual basis. An energetic Committee of the Staff, consisting of Dr. Lyman H. Hoyt, Dr. Albert I. DeFriez, Dr. Jens N. F. Touborg, and Dr. Lorande M. Woodruff have been busy working with members of the staff. Miss Ellen D. Howland, director of nursing, reports that over 300 nursing alumnae have generously responded to the project.

As of early March approximately one-third of the $1,000,000 goal had been reached. Anyone who is interested in helping the hospital attain this goal should contact Mr. Roger Perry at 734-7000 ext. 2017. Pledges may be made over a three year period.

* * *

Around the corner and down the street from the School facility, the laboratory and radiation therapy building is also rapidly taking shape. The exterior brick work has been started; most of the air handling equipment has been installed in the mechanical room; and steel has been put up to receive the glass for the exterior windows. Construction workers are ready to make the roof water tight and are proceeding with the plumbing, heating, ventilating, and sprinkler systems. Interior partitions have also been started.

* * *

Renovation on the 110 Francis Street restaurant is being carried on with the hope that opening day should occur during the month of April. Perhaps by the time this issue is off the presses, the new restaurant will be open for business.

Mr. Fred Wallin, project representative for the new School of Nursing facility, gives a tour of the site of the school to students (l. - r.) Debbie Gillis, Nancy Hossack, and Lorraine Langlois.

What place for nurses in the phenomenon of dying?

"What Place for Nurses in the Phenomenon of Dying" was the main question at a one-day conference held March 12 in the Joslin Auditorium. Sponsored by the NEDH department of nursing service, staff education, the conference was intended for nurses, but other professionals attended.

The conference was dedicated to the memory of Jean Arnold Danforth, a friend, former classmate, and patient of many members of the audience. During the time that Mrs. Danforth was a student at the NEDH School of Nursing, she was diagnosed as having Hodgkin's disease. The disease which led to her death 17 years later inspired Mrs. Danforth to live her years rich and full with a zest for living. She graduated from nursing school in 1958, married Rev. Frank (Skip) Danforth, had three children, and continued working in nursing despite numerous visits to the hospital as a patient herself. She died on December 5, 1974 and her death, as well as her life, touched the many who had cared for her during her long illness.

Mrs. Danforth's personal account, in the form of diaries, letters, and photographs, of what it is like to be dying was included in the audio-visual presentation, "Death – a Part of the Great Mandala."

The presentation was introduced by Carol Garant, R.N., M.S.N., clinical nurse specialist in consultative psychiatry, as a provocative view on death through the life cycle. She advised the audience to "listen with the third ear – the heart." Written and directed by Ms. Garant, with the aid of the public relations department, the slide show focused on death and the effect it has on children, a student nurse, Mrs. Danforth, and the elderly.

After the presentation, the audience was invited to share its feelings as individuals and as nurses about the show and about the dying person.

Bonnie Magnone and Shirley Ann Jones, two student nurses who were involved in the slide show's production, regarded their involvement as something that had to be done. "All Bonnie had to do was have her picture taken and all I had to do was read the student's part," said Miss Jones. But as

Carol Garant, R.N., M.S.N., clinical nurse specialist in consultative psychiatry, coordinated the conference.

they became more involved, both began to wonder what it would be like if they themselves were dying, just like the student nurse they portrayed.

"Wherever you are in your own life experience influences how you see and interpret other deaths. I have two young children and I find it hard to accept the fact that children die. It's always 'it can happen to somebody else's children, but it can't happen to mine,' " one nurse commented.

Rev. Frank Danforth, who attended the conference, added that he was impressed with the compassion and care families have for the people they meet in the waiting rooms of hospitals. While waiting to see hospitalized relatives and friends, they become very close and sympathetic to others in the same situation.

Ms. Garant pointed out that in dealing with a dying patient, it is not always important what is said and done to the patient. What matters is being there, whether to listen or to hold a hand.

A problem faced by those in the medical profession is being able to let go of a terminally ill patient. There is a sense of loss not only for the patient's family, but also for the nurses and doctors who have worked with the patient. It was agreed by many members of the audience that in order to meet the needs of the dying patient and to help the patient's family come to terms with its grief, the nurse must examine her own feelings about death.

The panel discussion, held in the afternoon session, responded to many of the issues that were raised during the discussion following the slide show. Carol Garant moderated a panel composed of Carol Bascum Bilodeau, R.N., M.S., nurse clinician in consultative psychiatry; Dr. Melvin J. Krant, director of oncology services at Lemuel Shattuck Hospital; Jean Rabinow, J.D., research associate and special counsel at University Hospital; and Rev. Arthur von Au, B.D., M.A., campus minister of the Lutheran Ministry in the Fenway.

The four panelists commented on the nurse's accountability, responsibility, and authority in dealing with the dying patient. Mrs. Bilodeau said that before a nurse can help the dying patient, she herself must learn to cope with death. The nurse must separate her own needs from the needs of the patient.

"What is required is a structured nursing assessment of the patient's way of coping with his illness so that the nurse can work with the patient," added Dr. Krant. "There are various personality arrangements to deal with an illness. Our job, as doctors and nurses, is to understand how the patient deals with his illness in his own way."

Mrs. Bilodeau agreed that nursing care depends on how a patient, according to his personality, deals with himself. A patient, whether the doctor has told him or not, seems to know when he is dying. The nurse can help the patient accept this by talking with him and encouraging him to discuss his fears and apprehensions.

Rev. von Au countered by saying, "The behavioral sciences are fine for diagnosis and interviewing, but there is a more complex dimension to a person – a moral aspect."

Assessments and goals may differ for those involved in the multidisciplinary method of treating a patient. The doctor, nurse, clergyman, social worker, all may see the patient differently.

From a legal point of view, Ms. Rabinow pointed out that the patient may want to decide his own course of treatment but the law favors the physician's ability to treat the patient. By the time the patient is in the hospital, he may not be capable of deciding what is in his best interests.

Dr. Krant felt that the patient may not like the discomfort he must undergo, but "he doesn't resent what's being done to him. The patient is grateful for the care and attention."

The panel concluded that in dealing effectively with the dying patient each of us must examine his own frustrations, fears, and emotions on death itself.

The conference ended by the 150 members of the audience dividing into small groups according to their particular departments in the hospital. This gave an opportunity for people to share more personally their feelings on caring for the terminal patient.

Friends sponsor Deaconess Night at the Pops

The Friends are sponsoring Deaconess Night at the Pops on May 7 at 8:30 P.M. at Symphony Hall. Mr. Arthur Fiedler will be conducting a program of musical selections that often varies from Bach or Beethoven to the Beatles.

Tickets will be on sale in the Farr lobby on April 16-17, or may also be purchased by writing to Mrs. David Palmer, 20 Old Weston Road, Wayland, Mass. 01778. Checks should be made out to the Friends of the Deaconess. The last day tickets can be purchased is April 17. As in the past proceeds from ticket sales will go to the School of Nursing Scholarship Fund. Please come and enjoy a delightful evening.

Mrs. Anna Yanelli (center) was honored at a retirement party attended by: (l. - r.) her daughter Marianne; Miss Margaret A. Burns, manager of surgical services; Miss Ellen Adams, associate director; and Mr. Robert D. Pence, assistant director.

Mrs. Yanelli retires from surgical services

Family, friends, and co-workers gathered to give a warm farewell to Mrs. Anna Yanelli as she finished her last day of work on March 13. Retiring after 9 years in surgical services, Mrs. Yanelli has been an operating room aide for the past 7 years, prepping and comforting patients before surgery, and caring for supplies. She joined the Deaconess in 1966 in the central sterile supply department.

A hairdresser since 1948, Mrs. Yanelli had to leave her profession because of her sensitivity to the hair-dressing solutions. Four years before coming to the Deaconess, she worked in the diet kitchens at Longwood Hospital and the Mount Pleasant Home.

Mrs. Yanelli grew up in East Boston, where many of her friends and family still live. These people will be occupying more of her time now that she is retiring. A widow, Mrs. Yanelli expects to visit more with her daughters Marianne, a Roslindale resident, and Bernadette, who lives in Pennsylvania, and their families, which include 5 grandchildren.

Dietitian trainee Mary Sieruta, coordinator of the activities during National Nutrition Week, asked Michael Boyce, mail and messenger service, to guess the calories of the food on display in the "Guess the Calories Contest."

National Nutrition Week celebrated at NEDH

"Economy, Ecology, and Enjoyment" was the theme in Massachusetts for National Nutrition Week, March 2-8. The four dietitian trainees, Deborah Dearborn, Robin Reich, Mary Sieruta, and Nancy Whitcomb, prepared displays, booklets, crossword puzzles, and contests to inform Deaconess employees of the importance of eating economically while still enjoying good food.

A highlight of the week was the "Guess the Calories Contest" held daily in the cafeteria. Employees were invited to guess the calories of different meals and winners received free meals. The trainees stood by the display to answer questions on nutrition.

The four women stressed in their brochures and displays that to continue eating well, Americans must learn to eat differently. Eating well in the face of shortages and inflation involves inventiveness, education, and the desire to try substitutes. It is possible to cut back on food costs without cutting back on nutrition.

"We must learn to eat lower on the food chain by not eating so many refined products," said Mrs. Dearborn. "We should eat whole grains rather than refined grains, and try soybeans as a protein substitute for beef. Not only is this cheaper, but it's better for you."

The prime rib and roast beef that some enjoyed so much a few years ago when prices were lower and the supply more abundant are now considered luxury items to more of us. It is still possible to have a nutritious, tasty meal without high-priced beef.

A little imagination and an adventurous spirit can turn the lowly soybean into an exquisite meal. And, who knows, you may like it!

Doctors doings...

Dr. Lloyd M. Aiello, ophthalmology, NEDH and Joslin Clinic, was an instructor of laser courses at the Palo Alto Medical Center in Palo Alto, California from January 23-25.

* * *

Dr. Mian M. Ashraf, Dr. Wilford B. Neptune, and **Dr. Richard H. Overholt,** thoracic surgery, NEDH and Overholt Thoracic Clinic, presented a paper entitled "Cancer of the Lung – a Forty-two Year Experience" at a meeting of the American Society of Thoracic Surgeons held in Montreal, Canada, on January 20-22.

* * *

Dr. Blake Cady, general surgery, NEDH and Lahey Clinic, and **Dr. Robert E. Leber,** general surgery, participated in the conference "Breast Cancer" sponsored by District V of the Massachusetts Nurses Association on January 21 and 28 at Boston University.

* * *

Dr. A. Richard Christlieb, internal medicine, NEDH and Joslin Clinic, published the articles "Decreased Response of Plasma Renin Activity to Orthostasis in Diabetic Patients with Orthostatic Hypotension" in the October 1974 issue of *Diabetes,* and "Renin, Angiotension, and Norepinephrine in Alloxan Diabetes" in the December 1974 issue of *Diabetes.*

* * *

Dr. Rob Roy McGregor, podiatry, lectured on "Management of the Diabetic Neuropathic Foot" during grand medical-surgical rounds on November 16 at the Mary Hitchcock Hospital in Hanover, New Hampshire.

* * *

Dr. William A. Meissner, pathology, gave the 19th Annual Carl V. Weller Lecture at the December 14th meeting of the Michigan Society of Pathologists, held in Ann Arbor, Michigan. The subject of his lecture was "Carcinosarcoma."

* * *

Dr. Clement Yahia, head of the division of gynecology of the NEDH department of medicine and assistant clinical professor of obstetrics and gynecology at the Harvard Medical School, was one of the section leaders in the School's two-week course in Human Biology III – Reproductive Block held January 13-25.

Mr. Foley retires after 22 years

Mr. Michael Foley joined the New England Deaconess Hospital 22 years ago. Working in building services, he cared for the Palmer and Farr buildings. For the past few years he has been "jack of all trades" at 110 Francis Street where his helpful and obliging manner was always appreciated. "Mike" retired in March and will surely be missed. Besides dedication to his job – he rarely had a sick day – he brought his Irish charm, always quick with a smile or an amusing story.

Born in Gallway, Southern Ireland, he came to Boston and settled in Medford 25 years ago. His first years in this country were spent working with a roofer. In 1953 Mike came to the Deaconess "just to get away from the cold. I was only going to stay until the weather became warmer." He never returned to his roofing job and stayed in from the cold for 22 years.

Now that Mr. Foley is retiring he'll be spending more time with his family. He lives with his sister and her family in Medford. With spring arriving he plans to work around the house. "There's no doubt I can keep myself busy," says Mike.

Roxbury Dental and Medical Group . . .

Guest speaker Elma Lewis, director of the Center for Afro-American Artists, addressed visitors to the Roxbury Dental and Medical Group open house on February 23.

(Continued from page 1)

its operating expenses. These expenses are paid by patients, third parties such as Medicaid, Medicare, and Blue Cross, grants from foundations, for example, the Frederick J. Kennedy Foundation, and assistance from NEDH. The center recently received a grant from the Robert Wood Johnson Foundation which provided support toward the start up costs of the center's expanded primary care program.

For the past five years RDMG has delivered health care to 13,000 patients each year in its original store front facility at 26 Warren Street. Located just around the corner, the new and enlarged building should increase its patient load to 40,000 visits per year.

A reception at the Roxbury Boys Club followed the open house.

Office Communication Seminar reviews skills

A review of office skills and a look to the future were among the topics covered in an office communications seminar held March 4 and 6. The seminar was an opportunity for clerical personnel from all departments of the Deaconess to identify office systems and procedures, review essential skills and resource material, and consider future educational and career objectives.

Zelia Gorman, training coordinator, coordinated the seminar with Lee Pledger and Bonnie Ronan, employee relations; Gail Graham, administration; Patricia Bemis, surgical services; Mary Hennessey, patient services; and Susan Landsman and Ethel O'Brien, pathology.

Robert F. Giroux, manager of employee relations, discusses alternative work situations during the office communications seminar.

After the first speaker, Johanna Dwyer of nursing service, gave a profile of the Deaconess, those who attended the seminar formed discussion groups under the leadership of Edith Lenneberg, cancer rehabilitation coordinator, and Robert F. Giroux, manager of employee relations. Discussion of alternative work environments focused on responsibilities to one's self, one's particular job, and the relationship of the individual to the organization.

A "potpourri" followed the discussion groups. Dividing into smaller groups, employees rotated to three areas to review telephone technique, office skills, and to hear the employee relations story.

For many people the first contact with the New England Deaconess Hospital is often made by telephone. How an employee answers the telephone and handles a question or request can make a lasting impression on the person at the other end of the line. Marilyn Lasek, service coordination, advised employees to answer promptly, identify themselves, know to whom they are talking, record messages correctly, and be helpful and courteous.

Correspondence, requisitions, and filing procedures were reviewed in the rotation on office skills. During the third rotation those who attended the seminar were reminded by members of the employee relations department that the department was intended to be a service to employees. Recruitment, placement, orientation, promotions, transfers, counseling, and separation procedures are just some of the available services.

In the afternoon a panel formed by A. Nancy Howard, School of Nursing; Mary Perdikes, outpatient administrative services manager at Children's Hospital Medical Center; and Kenneth Kelley, assistant director of purchasing at Mount Auburn Hospital; discussed "career gazing." Each reviewed their careers and how they advanced "up the ladder." Skill, timing – being at the right place at the right time – and the ability to be flexible each have a lot to do with advancement. If people want more responsibility, they must be prepared to accept the heavier work load.

Although the seminar, held in two sessions with two different groups, was strictly business, there was time for fun, too. Leadership potential and the ability to work with others were tested during "desert survival." Pretending to be stranded in the desert after a plane crash, the "survivors" were divided into small groups and asked to rank 15 survival items in the order of importance to their well being. The 40 people who attended the seminar concluded that they survive much better at the Deaconess than they would in the desert!

Mrs. Misho retires from pathology

Mrs. Mary Misho was honored at a retirement party attended by friends and co-workers on February 28 in the pathology conference room. She has been a general laboratory aide in pathology for eleven years and has taken care of the laboratories and their equipment in anatomical pathology, cytology, and the blood bank.

Now that Mrs. Misho is retiring, she and her husband Lambi will have the time to travel and visit their two sons, James and Anthony, and six grandchildren. Mr. Misho was the owner of a variety store and is now retired.

Originally from Albania, Mr. and Mrs. Misho have been living in Brookline since their marriage almost 50 years ago.

Dr. Merle A. Legg, pathology, says goodby and good luck to Mrs. Mary Misho.

New England Deaconess Hospital
185 Pilgrim Road
Boston, Massachusetts 02215

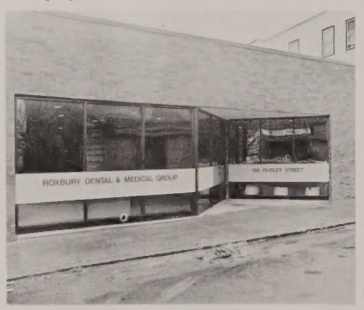
pulse

The New England Deaconess Hospital is a 482-bed and 16-building complex. Physicians from the Joslin Clinic, the Lahey Clinic, Overholt Thoracic Clinic and the independent medical and surgical staffs serve the needs of their patients at the hospital. The Deaconess is internationally known for diagnosis, treatment and research in brain and chest surgery, cancer, diabetes and general medicine.

PULSE is published monthly by the public relations department of the New England Deaconess Hospital.

R. D. Lowry
Executive Vice President
Richard E. Lee
Director
M. Eleanor Clapp
Public Relations Manager
Diane Wiffin
Public Relations Assistant
Dorothea Burke
Secretary

ROXBURY DENTAL AND MEDICAL GROUP MOVES TO NEW FACILITY:
See page 1-3.



New England Deaconess Hospital
185 Pilgrim Road
Boston Massachusetts 02215

Address Change Requested

Non-Profiit
U. S. Postage
1.8¢ PAID
Permit No. 18
Holliston, Ma. 01746

TIME VALUE